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Date: Nov. 19, 2004

Mail Stop Amendment  
COMMISSIONER OF PATENTS  
P.O. Box 1450  
Alexandria, VA 22313-1450

Attorney Docket No.: DAVOX-164XX

Sir:

In re application of: Anderson et al.

Entitled: RELATIONSHIP BASED TASK AND RESOURCE CALL CENTER MANAGEMENT SYSTEM  
AND METHOD

Transmitted herewith is an amendment (7 pages) in the above-identified application.  
The following checked items are applicable:

☒ A Petition for Extension of Time for 3 month(s) is hereby made, under §1.136(a);  
a check in the amount of \$980 is enclosed per §1.17.

☐ is hereby appointed Associate Attorney by:

Registration No.:

Attorney of Record: Daniel J. Bourque  
Registration No.: 35, 457

☒ Other: Exhibit A (14 pages)

CLAIMS AFTER AMENDMENT:	MINUS PRIOR PAID CLAIMS:	EQUALS PRESENT EXTRA CLAIMS:	RATE:	ADDITIONAL FEE:
Independent 7	- 7	=	x \$88.00 =	
Total 33	- 33	=	x \$20.00 =	
<input type="checkbox"/> Multiple Dependent Claims (1st presentation)			+ \$300.00 =	
SUBTOTAL ADDITIONAL CLAIM FEE				
Small Entity filing, divide by 1/2.				
TOTAL ADDITIONAL CLAIM FEE				

☒ No additional claim fee.

☒ In the event a Petition for Extension of Time is required by this paper and not otherwise provided, such Petition is hereby made and authorization is provided herewith to charge Deposit Account No. 02-3285 for the cost of such extension.

☒ The Commissioner is hereby authorized to charge payment of any additional filing fees under §1.16 associated with this communication or credit any overpayment to Deposit Account No. 02-3285.

I hereby certify that this correspondence is being deposited with the U.S. Postal Service as first class mail in an envelope addressed to: Mail Stop Amendment, Commissioner of Patents, Alexandria, VA, 22313-1450 on Nov. 19, 2004.  
11/23/2004 YPOLITE1 00000014 09431017

01 FC:1253

980.00 OP

SUBMIT IN TRIPLICATE

Paul J. Kroon, Jr.  
Attorney of Record: Paul J. Kroon, Jr., Esq  
Registration No. 51,902